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EDMONTON SOCIAL PLANNING COUNCIL

REPORT OF THE EVALUATION COMMITTEE

Edmonton Handi-Buses

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F O R E W O R D

The establishment of a pilot project to coordinate transportation for handicapped persons has once again demonstrated the ability of citizen organizations to work together to solve their problems. The sincere interest in the needs of others, the willingness to discuss a difficult problem; the courage to experiment; these virtues still survive in our community.

The Edmonton Social Planning Council Evaluation Committee in preparing this report gratefully acknowledges the support and help of many people and organizations. The Committee appreciates the early work done by the Alberta Council for Crippled Children and Adults in helping to focus attention on this need. The service agencies provided essential information for the evaluation. The Cerebral Palsy Association generously offered to assist in the channeling of United Community Fund financial support.

The Edmonton Handi-Bus Management Committee spent many hours in securing the donation of additional buses, recruiting personnel, mapping bus routes and supervising the operation of the Handi-Buses. The increase in the number of passengers carried, the increase in the number of persons securing much needed services demonstrated the effectiveness of this work.

The Evaluation Committee wishes to acknowledge donations of buses and funds towards the purchase of buses.

Finally, the Committee wishes to acknowledge the interest and financial support of the United Community Fund, and standing behind the Fund, the thousands of Edmonton citizens who still believe in "doing something for ourselves".

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EDMONTON SOCIAL PLANNING COUNCIL

REPORT OF THE EVALUATION COMMITTEE - EDMONTON HANDI-BUSES

PART ONE - PREFACE

I. Historical Background:

In 1961 the Edmonton Welfare Council was asked by the Admissions and Evaluation Committee of the United Community Fund to study the problem of transportation for the handicapped.

Statistics from surveys carried on during the next two to three years revealed approximately \$75,000 was being spent annually by agencies for transportation, and this did not include a capital investment of approximately \$67,000 for those six agencies in Edmonton who operated their own vehicles. Nor did this figure include private funds expended by individuals for their own transportation. With the opening of the Opportunity Classes by the Edmonton Public School Board in September 1965 an unprecedented number of requests for transportation were received by the Edmonton Welfare Council during the late August and early September period. The study was reopened.

In November 1965 the Central Volunteer Bureau announced changes in their policy regarding transportation of the handicapped. Growth of the agencies, and increased requests for service made it impossible for them to continue as they had for many years. Effective January 1, 1966, the Central Volunteer Bureau's transportation for the handicapped would be restricted to emergency drives, and their service of daily drives would be discontinued.

The Edmonton Welfare Council convened a "Community" meeting re: Transportation for the Handicapped on November 24, 1965. Potential consumer agencies were asked to name representatives, and the "Community Planning Committee for Transportation for the Handicapped" came into being. During this first meeting it was determined that it was the desire of the agencies represented to establish a coordinated transportation system.

In February 1966, a small sub-committee was struck by the "Community Planning Committee for Transportation for the Handicapped"; and this sub-committee was charged with the responsibility of planning the development of a coordinated transportation system in Edmonton.

In March 1966, the Board of Directors of the Edmonton Welfare Council approved the Terms of Reference (applicable to the Interim Period of 18 months stated therein) mutually agreed upon by the Sub-Committee of the Community Planning Committee on Transportation for the Handicapped and the Edmonton Cerebral Palsy Association.

II. Edmonton Handi-Buses (Coordinated Transportation for the Handicapped)

The following statement was set out as the Interim Terms of Reference to cover the 18 (eighteen) month pilot project period:-

"EDMONTON HANDI-BUSES

(Coordinated Transportation for the Handicapped)

TERMS OF REFERENCE

1. Purpose of Service: To make transportation services available to all age groups and to all handicapped individuals regardless of diagnosis.
2. Name of Service: Edmonton Handi-Buses.
3. The service will be operated on a Pilot Project basis until the end of 1967 - at which time the service is to be reviewed and evaluated by the present Planning Committee under the auspices of the Edmonton Welfare Council with the intention of setting up a permanent transportation service for the handicapped.
4. Organization: This service to be administered and operated by a Management Committee. This Management Committee will be a division of the Edmonton Cerebral Palsy Association. It will have the authority to manage and operate the service, but will be responsible to the Edmonton Cerebral Palsy Association Board of Directors. This Management Committee will be responsible for the development of its own budget in consultation with the Edmonton Cerebral Palsy Association Board of Directors, and will have the opportunity of being present with the Edmonton Cerebral Palsy Association at the time of presentation of the transportation budget to the United Community Fund Allocations Committee. The Edmonton Cerebral Palsy Association Board of Directors will appoint the Chairman of the Management Committee.

- "5. Composition of Management Committee: Composed of 9 to 12 people to be appointed as soon as possible.
- (a) Chairman and three representatives from Edmonton Cerebral Palsy Association, plus President of Edmonton Cerebral Palsy Association to be an ex-officio member of the Management Committee.
 - (b) The Edmonton Welfare Council, in consultation with the United Community Fund of Greater Edmonton, to appoint up to eight other members: one each from the following:
 - City of Edmonton Welfare Department
 - Edmonton Welfare Council
 - United Community Fund
 - Children's representative
 - Adults' representative
 - Three members at large: e.g. Edmonton Transportation System
 - Service Clubs (Donor Groups)
 - Medical Rep. (Glenrose Hospital)
6. Line of Authority: During the Pilot Project or interim period (the first 18 months); in the event of disagreement or impasse between members of the Management Committee, the problem is to be referred firstly to the Board of Directors of the Edmonton Cerebral Palsy Association for a decision; then, if a further recommendation is required, the problem will be referred to the Board of Directors of the Edmonton Welfare Council.
7. Ownership of Buses: Present buses to be retained as the property of Edmonton Cerebral Palsy Association. New buses to be kept in trust by the donor group at least until the end of 1967.
8. Staffing: All present transportation staff of Edmonton Cerebral Palsy Association to be retained. New staff such as drivers and clerical person to be appointed by the Management Committee.
9. Capital Funding: A special capital fund sub-committee to be set up immediately by the Management Committee to approach service clubs, the City of Edmonton, and other non-United Fund donors to secure additional buses.
10. Operational Funds: To be sought from the United Community Fund, the City of Edmonton, and fees for service. Any additional sources of operational funds will be subject to the approval of the United Community Fund.
11. Priorities of Service: It is understood that all handicapped groups will have equal opportunity of service within the limitations of the following priorities. These priorities can be expanded as facilities for service are available.
- (a) in phase one (first six months) occasional trips as opposed to regular daily trips need not be included as part of the extended service.

"(b) the expansion of services (geographic, etc.) need not necessarily be restricted to phase one (first six months) if it is felt they can be dealt with expediently before that time, i.e. Sherwood Park, St. Albert.

(c) in phase one (first six months) destinations to which applicants for the service would be delivered will include at least those in the central downtown area of Edmonton for those going to work; to the Edmonton Rehabilitation Society for the Handicapped; the Aphasic School; Glenrose Provincial General Hospital; Cerebral Palsy Association Centre; and the Pre-School Hard of Hearing Classes.

(d) children and adults going to school or special classes to be given preference over adults going to work.

All survey and data re "Transportation for the Handicapped" brief compiled to date to be made available to the Management Committee if required.

12. Progress Reports: At least quarterly, the Management Committee shall submit progress reports to the Edmonton Cerebral Palsy Association; the Community Planning Committee (Edmonton Welfare Council); and the United Community Fund.

** It is anticipated that during the period of actual services offered during the phase one period (first six months) a waiting list of passengers who require the service will be accumulated. Thorough documentation of such a waiting list is of utmost importance.

13. Identification:

(a) All present and additional vehicles will be marked "Edmonton Handi-Buses", plus name of donor.

(b) Business Identification: the broad identification to be carried throughout, i.e. telephone listing, letterhead, etc. - "Edmonton Handi-Buses, Division of Edmonton Cerebral Palsy Association".

14. Effective Dates: Appointment of Chairman of Management Committee by Edmonton Cerebral Palsy Association, and the formation of entire Management Committee, as soon as possible after ratification of Terms of Reference.

Interim or Pilot Project period to be July 1, 1966 to December 31, 1967.

Target Date for operation of service - September 1, 1966.

Dated March 11, 1966."

III. Standing Committee:

The Board of Directors of the Edmonton Welfare Council also approved the following recommendation:-

"That the total Community Planning Committee for Transportation for the Handicapped remain as a "Standing Committee"; and that this Standing Committee will review reports of the Management Committee of Edmonton Handi-Buses at the end of the interim period (18 months)."

PART TWO - EVALUATION PROCEDURES

In October 1967 the Edmonton Social Planning Council appointed a Chairman from their Board of Directors and two independent citizens to serve on the Evaluation Committee - Edmonton Handi-Buses. The United Community Fund also appointed a member of their Board of Directors to serve on this Committee.

The consumer agencies (i.e. the Community Planning Committee for Transportation for the Handicapped) were immediately advised of the appointments, and invited to

- (a) Submit written reports giving their opinions on the pilot project by commenting on quality of service: number served; disabilities of those served and extent of disabilities, i.e. wheelchair, ambulant, etc.; area covered to reach destination; anticipated expansion which may result in additional transportation need; cost.
- (b) Meet with Evaluation Committee by appointment to discuss their report.
- (c) Submit names of two persons prepared to represent the agency at a Community meeting.

Written reports were received from all consumer agencies.

The consumer agencies were also advised the Evaluation Committee would make recommendations to the Edmonton Social Planning Council and the United Community Fund.

The Evaluation Committee felt it expedient to investigate other areas of concern in the community in order to achieve a realistic picture of the total need. Such persons as Mr. P. Holt, Acting Director of Special Education; Mr. F. Lowen, a representative of the Edmonton Association for Retarded Children (an agency which operates a fleet of buses to transport some 350 children to the Winnifred Stewart School); Dr. J. Bradley, Executive Director of Glenrose Provincial General Hospital; were invited to meetings.

One meeting was held with representatives from the Edmonton Handi-Buses Management Committee after their "final" report was completed. Arising out of this meeting some additional information

2) Increased Services:

In both the written reports and during discussion at the Community meeting consumer agencies indicated that as soon as it is expedient to do so their services (caseload) will be increased.

3) New Services:

The Evaluation Committee investigations indicate that we can anticipate new services in the community which will require transportation.

Before attempting to phrase recommendations the Evaluation Committee considered all implications embodied in paragraph 3 of the "Terms of Reference" for the Edmonton Handi-Buses - i.e. "The service will be operated on a Pilot Project basis until the end of 1967; at which time the service is to be reviewed and evaluated by the present planning committee under the auspices of the Edmonton Welfare Council (now Edmonton Social Planning Council) with the intention of setting up a permanent transportation service for the handicapped."

- (5) That the Edmonton Social Planning Council and the United Community Fund present the findings and recommendations of this Evaluation Committee to the new agency.
- (6) That the following be presented as Responsibilities of the new agency's Board of Directors:-
- (a) Establish a set of By-Laws for the agency and become incorporated.
 - (b) Within the By-Laws of the new agency provision be made for recognition of and participation of consumer agencies, other than on the Board of Directors.
 - (c) Make application to become a member of the United Community Fund to enable the agency to receive financial aid for operating expenses.
 - (d) Hire a competent Director who would be given authority to manage the service within the guidelines laid down by the Board of Directors.
 - (e) Set up a public relations program to clearly define the objectives of the service within the community.
 - (f) Establish a realistic rate structure based on actual operating costs plus depreciation of vehicles.
 - (g) Approach the United Community Fund to negotiate an agreement to provide for the replacement of vehicles.
 - (h) Develop an intake policy that would require parental financial participation based on ability to pay with the balance of the charge being absorbed by the operating budget.
 - (i) Consistently explore and utilize all possible forms of Government financial assistance.
 - (j) Develop long range plans with regard to expansion of service and replacement of vehicles.
 - (k) Arrange for an independent audit.
 - (l) Purchase adequate insurance as the result of an open tender to insure that the best rates and highest coverages are obtained.
 - (m) Develop a personnel policy to provide qualified personnel.
 - (n) Implement routing or any other means to shorten the time spent by children on the buses.

2. Related Recommendations:

In addition to the above Recommendations which apply to the Handi-Buses service specifically, the Evaluation Committee

presents the following as being recommendations of a related nature:-

- 1) That the Edmonton Social Planning Council work with the Edmonton Handi-Buses to explore the possibility of merging with the transportation system operated by the Edmonton Association for Retarded Children (Winnifred Stewart School).
- 2) That the Edmonton Social Planning Council undertake a study of related agencies' intake policies to determine if adjustments could be made that would result in children getting the services they need as close as possible to their own geographic area, to alleviate some of the problems of unduly long trips.
- 3) That the Edmonton Social Planning Council explore the possibility of centralization of as many agency facilities as possible.

SUMMARY

1. We believe that the Edmonton Handi-Buses, a Division of the Edmonton Cerebral Palsy Association, should continue to provide the service until such time as a permanent transportation agency can be established.
2. We would hope that the new agency would take into consideration, when recruiting staff, the valuable experience and satisfactory job performance of staff members presently operating the Handi-Bus Service.
3. It is the opinion of the Evaluation Committee that Third Party Liability Insurance - Legal Liability for Bodily Injury or death or damage to property of others, including passenger hazard - be not less than \$1,000,000.

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February, 1968.